

# DMV Driver License Central Issue (DLCI) Project: Background and Governance Issues

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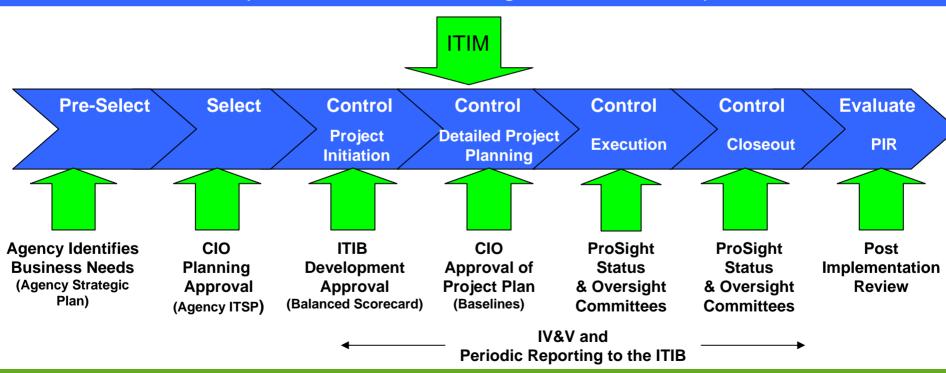




## Commonwealth Project Governance & Oversight

#### Code of Virginia

Commonwealth Technology Management (CTM) Policy and **Supporting CTM Standards and Guidelines** (Includes IT Investment Management Best Practices)







### VITA Customer Account Management

How does VITA stay in touch with customers?

- Customer Account Teams (CAT)
- CAT members
- CAM & CAT activities
- CAM & CAT supporting documents





## **Background and Lessons Learned**

- DMV DLCI procurement-to-project evolution
  - May 2005: CIO approved DMV APR for \$16M DLCI "turn-key" outsourcing.
  - DLCI contract award delayed due to protest by current DL vendor.
  - February 2008: DMV awarded 7 year, \$40M contract to Canadian Bank Note (CBN).
  - February 2008: DMV PM guery triggered PMD investigation procurement vs. project.
  - May 2008: DMV and CIO agree that DLCI effort is a major IT project.
  - May 22, 2008: DMV DLCI project kickoff meeting; VITA invited.
- Lessons learned from DMV DLCI project
  - Reinforce agency responsibility to accurately self-report IT procurements and projects as part of agency ITSP (Commonwealth has limited ability to verify agency self-reported activity).
    - (Note: PMD working with DMV since 3Q2007 on ITSP; finally approved in June 2008)
  - Communicate to agencies that early CIO involvement in IT procurements and projects results in timely review and decision.
  - Consider agency "completion reporting" of approved Agency Procurement Requests to validate execution of agency strategic plans and supporting IT strategic plans.





#### Commonwealth Governance Issues

- Issue: DMV launched a mission-critical, major IT project without Code-mandated authorizations...
  - no project planning approval from CIO
  - no project development approval from ITIB
- Issue: DMV entered into an IT contract valued at approximately 250% of the CIO authorized agency delegated procurement authority
- Issue: DMV potentially placed the Commonwealth and project at increased risk by requesting VITA support after initiating an unauthorized major IT project

(NOTE: CIO letter to CITS Committee, July 18, 2008, recommends actions for consideration)





#### **Next Steps**

- DMV completes project initiation documents
- DMV resubmits project for Secretariat Oversight Committee review & approval recommendation
- PMD prepares balanced scorecard & CIO decision package
- CIO submits project development approval recommendation to ITIB
- ITIB completes five day review
- CIO issues decision on behalf of the ITIB